



CITY OF HOUSTON

Job Posting

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| 1 | Applications accepted from: ALL PERSONS INTERESTED |
| 2 | Job Classification CUSTOMER SERVICE REPRESENTATIVE II |
| 3 | Posting Number PN# 109212 |
| 4 | Department Department of Public Works & Engineering |
| 5 | Division Resource Management Division |
| 6 | Section Utility Customer Service Section |
| 7 | Reporting Location 4200 Leeland |
| 8 | Workdays & Hours 7:00 a.m. – 4:00 p.m.* <div>*Subject to change</div> |
| 9 | DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS Use effective problem-solving techniques to provide general information and customer assistance for quality service in the Walk-In Customer Service Section. May function in a lead capacity. Extensive review of accounts and research from internal and external sources. Uses effective questioning techniques to verify/confirm customers concerns. Resolves complaints. Prepares documentation to make adjustments. Conducts out-bound collection calls; researches delinquent and final bills; assists in deposit collections. Planning closed accounts strategies. |
| 10 | WORKING CONDITIONS This position is physically comfortable; the individual has some discretion about walking, standing, etc. |
| 11 | MINIMUM EDUCATIONAL REQUIREMENTS Requires a high school diploma or a GED certificate. |
| 12 | MINIMUM EXPERIENCE REQUIREMENTS Two (2) years of administrative or customer service related experience is required. |
| 13 | MINIMUM LICENSE REQUIREMENTS None |
| 14 | PREFERENCES Demonstrated ability to resolve and analyze difficult issues independently. Excellent communication skills, knowledge and/or ability to accurately interpret divisional policies and procedures. Preferences will be given to applicants who are familiar with general accounting practices; have a demonstrated ability to make decisions, experience in reviewing WCIS screens and successes in difficult customer service situations. Bilingual preferred. |
| 15 | SELECTION/SKILLS TESTS REQUIRED None However, The Department may administer a skill assessment evaluation. |
| 16 | SAFETY IMPACT POSITION <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test. |
| 17 | SALARY INFORMATION Factors used in determining the salary offered include the candidate’s qualifications as well as the pay rates of other employees in this classification. The salary range for this position is: <div>Salary Range – Pay Grade 15 \$901 - \$1,217 Biweekly \$23,426 - \$31,642 Annually</div> |
| | OPENING DATE March 1, 2006 |
| 19 | CLOSING DATE March 7, 2006 |
| 20 | APPLICATION PROCEDURES Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1 st floor. Our TDD (Telephone Device for the Deaf) phone number is 713.837.9496. For application status inquiries, please call (713) 837-0571. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. <div>An equal opportunity employer</div> |

